LISTING OF THE CLAIMS

1.   (Currently Amended) A method of adjusting media playtime to an expected waiting time between a first event and a second event, comprising the steps of:

establishing a communications link with a caller;

marking a first event by placing the caller on hold;

estimating a waiting time between the first event and a second event;

selecting a media file from fixed storage having a playback length computed to be substantially equivalent to the waiting time; and

playing a the media file having a length substantially equivalent to the waiting timeover the established communications link to the caller.

2.   (Original)   The method claim 1, further comprising the step of providing a plurality of media files of different durations.

3.   (Original)   The method of claim 2, further comprising the step of creating a playlist of more than one media file, wherein the runtime of the playlist is substantially equivalent to the waiting time.

4.   (Original)   The method of claim 3, further comprising the step of re-evaluating the waiting time while a media file from the playlist is playing and creating a different playlist if the waiting time has changed.

5.   (Original)   The method of claim 1, wherein the media file includes an audio

component that is played at a selected volume, and further comprising the step of decreasing the volume from the selected volume within one second if the media file has a duration greater than the waiting time.

6.   (Original)   The method of claim 2, further comprising the step of associating media characteristics with each of the media files.

7.   (Original)   The method of claim 6, wherein the media characteristics include musical genre.

8.   (Original)   The method of claim 6, further comprising the step of creating a play list based upon a selected genre.

9.   (Original)   The method of claim 2, further comprising the step of creating a plurality of playlists with the plurality of media files, wherein the runtime of each play list is substantially equivalent to the waiting time.

10.   (Original)   The method of claim 9, further comprising the step of selecting a play list in accordance with a predetermined play list selection criteria.

11.   (Cancelled)

12.   (Cancelled)

13.   (Cancelled)

14.   (Cancelled)

15.   (Cancelled)

16.   (Cancelled)

17.   (Cancelled)

18.   (Cancelled)

19.   (Cancelled)